

DAS CUSTOMER COUNCIL BYLAWS

Department of Administrative Services (DAS) Human Resources Enterprise Customer Council Bylaws

ARTICLE 1. NAME

The name of this council shall be the Department of Administrative Services-Human Resource Enterprise Customer Council, hereafter referred to as HRE Customer Council.

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ARTICLE 2. AUTHORITY

Iowa Code, Sections 8A.104 and 8A.121 authorizes the Customer Council of the Department of Administrative Services-HRE, composed of 11 persons.

Comment [LR1]: There are actually currently more than 11 members. Suggest eliminating this number stipulation. Also, as a note: no other council has an article on "Authority."

ARTICLE 3. PURPOSE

The DAS-HRE Customer Council acts as a governing board for those HRE services that have been designated as "utilities" in the development of entrepreneurial management in Iowa state government.

In its capacity as a governing board, the HRE Customer Council will review and recommend options and strategies for HRE utility services to DAS, to ensure that quality services can be provided in a cost effective and efficient manner that benefits customer departments and the citizens they serve. Such review and advice may include, but is not limited to:

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1. Review and approve an annual business plan for HRE utility services, which shall include levels of service, service options, investment plans, and general service-level agreement boilerplate terms including level of service standards, and general mechanisms for seeking waivers to agreements.
2. Approve rate setting procedures and resultant HRE service rates and prices;
3. Biennially review and make recommendations regarding which HRE services DAS should be the sole provider of.
4. Oversee the customer satisfaction review process and results, and make recommendations to improve satisfaction.
5. Approve the complaint resolution procedure concerning HRE services.
6. Advise DAS leadership on related issues.

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Comment [LR2]: Councils do not do this (nor are they required to by Rules/Code)

ARTICLE 4. MEMBERSHIP

Section 1. HRE Customer Council membership shall consist of one (1) public member, one (1) union representative, nine (9) state agency representative members, and ex-officio nonvoting member(s) as deemed appropriate by the council. Also a Judicial branch member will be requested if services are provided to the Judicial branch and a Legislative branch member will be requested, if services are provided to the Legislative branch.

Comment [LR3]: The Rules frame this as being at the discretion of the Chief Justice and the legislative council, not the customer council.

Section 2. The nine (9) state agency representatives will consist of three individuals from large agencies (greater than seven hundred (700) employees), three individuals from medium sized agencies (with the number of employees between seventy (70) and seven hundred (700)), and three individuals from small agencies (less than seventy (70) employees).

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Section 3. State agency members will participate in the council by requesting input and support from the group they represent.

Section 4. Members will serve three-year terms. However, initial terms will be staggered to ensure continuity. The initial terms for one representative from a large agency, one representative from a medium agency, one representative from a small agency and one non-agency representative will be one year; the initial terms for one representative from a large agency, one representative from a medium agency, one representative from a small agency and one non-agency representative will be two years; and the initial term for one representative from a large agency, one representative from a medium agency, one representative from a small agency and one non-agency representative will be three years. Initial membership terms shall begin July 1, 2004. Beginning in 2005, membership terms shall begin on September 1.

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Section 5. Each member may designate one alternate by doing so in writing to the Chair. In the absence of the member, the designated alternate will have voting power. Alternates may not be office holders.

Section 6. Members or designated alternates may attend by telephone or other electronic means.

Section 7. Members, or alternates designated per Article 4, Section 4, who are present shall be eligible to vote on all issues brought before the group for a vote. Members or designated alternates may vote during a meeting by telephone or other electronic means.

Section 8. Each member is expected to attend and actively participate in meetings.

Comment [LR4]: The Rules and some other bylaws include language that "Substitutes are not allowed."

Section 9. The DAS-HRE shall provide a staff person to take notes at the meetings and produce minutes that will be distributed to all members, and will provide other staff assistance to the council as requested by the council.

ARTICLE 5. OFFICERS AND STAFF

Section 1. The elected officers of the HRE Customer Council shall be the chairperson and vice chairperson.

Section 2. Officers shall be elected annually at the first meeting after September 1. Officers shall be elected by a simple majority (50 percent plus one) of the voting members present at the HRE Customer Council and may be removed by a simple majority vote of the members present of the HRE Customer Council.

Comment [LR5]: In keeping with Rules.

Comment [LR6]: In keeping with the revised Admin Rules.

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ARTICLE 6. DUTIES OF OFFICERS

Section 1. The chairperson shall preside at all meetings of the HRE Customer Council.

Section 2. The vice chairperson will assist the chairperson in the discharge of the chairperson's duties as requested and, in the absence or inability of the chairperson to act, shall perform the chairperson's duties.

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ARTICLE 7. COMMITTEES

Section 1. The chairperson may authorize or dissolve committees as needed to complete the charter of the HRE Customer Council.

Section 2. Individuals who are members of the HRE Customer Council and individuals who are not members of HRE Customer Council may be appointed by the chairperson to serve on committees.

Section 3. Committees shall organize themselves to be effective.

Section 4. Committees shall provide feedback to the chairperson and HRE Customer Council at the council's request.

Section 5. Committees shall meet, discuss, study and/or resolve assigned issues as needed.

ARTICLE 8. MEETINGS

Section 1. The HRE Customer Council shall determine frequency and time of meetings.

Section 2. Agenda items shall be solicited from the members in advance of an upcoming meeting.

Section 3. Notice of meetings, including date, time and location of the meeting, shall be sent electronically at least five (5) business days prior to the meeting date.

Section 4. An agenda, including those items requiring action, shall be provided prior to the meeting to council members. The agenda should also include any information necessary for discussion at the upcoming meeting.

Section 5. A quorum is a simple majority (50 percent plus 1) of eligible voting members.

Comment [LR7]: This would be in keeping with the revised Admin Rules.

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ARTICLE 9. VOTING

Section 1. Each member has one vote. A simple majority of the members voting shall determine the outcome of the issue being voted upon.

Section 2. HRE Customer Council bylaws may be amended by a simple majority vote of all members.

ARTICLE 10. ADMINISTRATION

Section 1. The HRE Chief Operating Officer (COO), in conjunction with the chairperson, shall keep the official current and complete books and records of the decisions, members, actions, meeting minutes, and obligations of the HRE Customer Council.

Section 2. The HRE COO will inform customers of any Customer Council decision affecting rates and services in a timely manner.

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Section 3. The HRE COO shall assist the chairperson in coordinating meeting notices and locations, and keeping a record of names and addresses, including E-mail addresses, of the members of the HRE Customer Council.

Section 4. HRE Customer Council books and records are subject to open records law as specified in Iowa Code Chapter 22. The HRE Enterprise COO shall assist the HRE Customer Council in meeting those requirements.

ARTICLE 11. PARLIAMENTARY PROCEDURE

Section 1. Meetings should be conducted using Robert's Rules of Order (Revised).

Section 2. The chairperson may elect to use the vice chairperson as parliamentarian.